

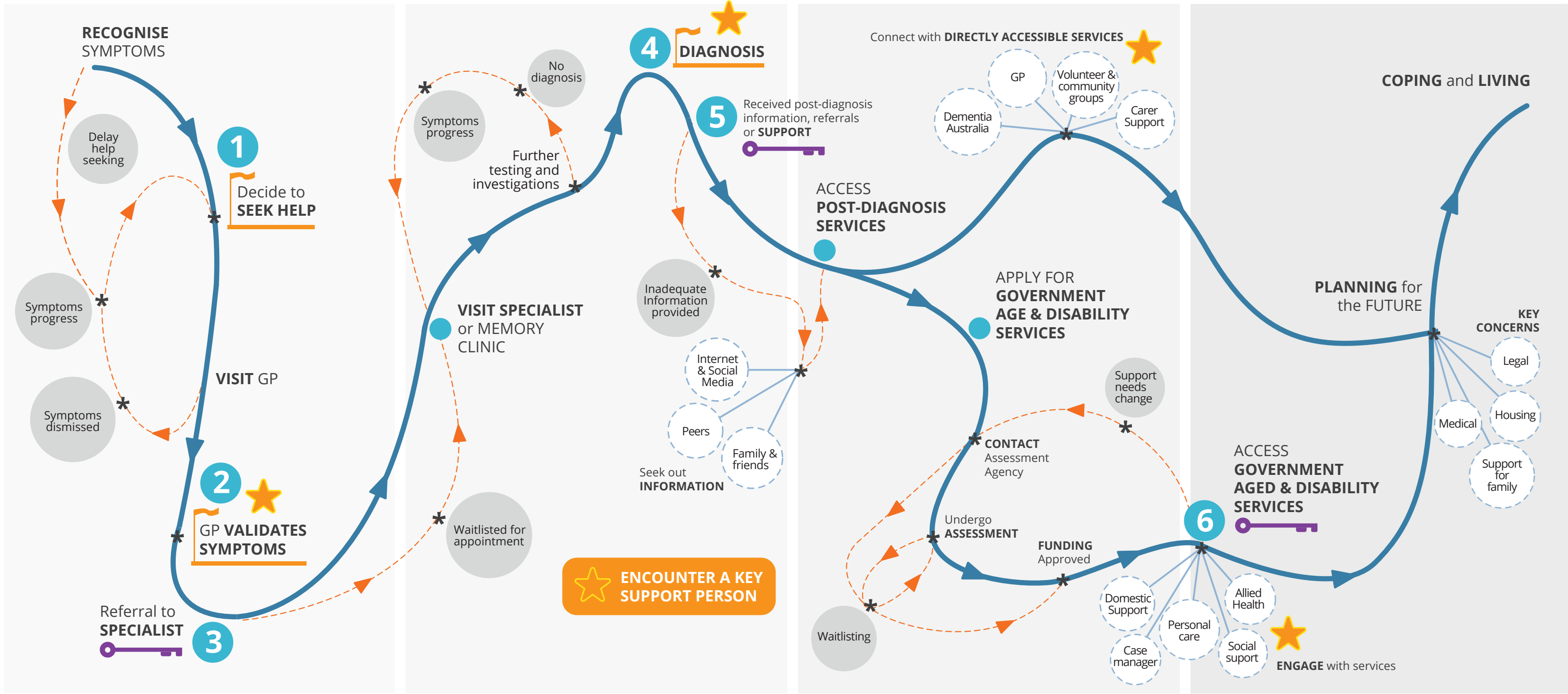
Navigating dementia in Australia: the care journey, barriers and support

AWARENESS

DIAGNOSIS

CARE after diagnosis

Ongoing MANAGEMENT



KEY

- Direct path:** a direct route between touchpoints without significant delays or setbacks
- Diverted path:** a route that involves additional steps, setbacks or delays before reaching the same destinations
- 1 Touchpoints:** common experiences or destinations along the journey. People arrive at these points by different pathways
- * Notable events:** Things that happen between touchpoints, such as delays, dismissals, seeking information, or moving between services.
- Critical encounters:** pivotal points within care settings where the quality of response shapes the experience
- Key transitions in care:** movement of people with dementia between providers, settings, or levels of care
- Support person:** Encountering a key support person could reshape the journey, leading to more coordinated and timely access to care

AWARENESS	DIAGNOSIS	CARE after diagnosis	Ongoing MANAGEMENT
Enablers - Dementia knowledge - Carer & family support - Trusted Patient / GP relationship Barriers - Poor dementia awareness - Lack of insight - Fear & stigma - Atypical symptoms	Enablers - Multidisciplinary assessment - Comprehensive investigations - Ability to pay privately Barriers - Waitlists - Rural / Regional access - Diagnostic complexity - Limited assessment - Funding gaps - Provider knowledge gaps	Enablers - Key support person encounter - Clear information at diagnosis - Coordinated referrals to post-diagnosis support Barriers - Abrupt discharge - Poor care linkages - Complex application processes - Assessment delays - Lack of follow up - Inadequate information - Provider knowledge gaps	Enablers - Coordinated, timely access to support - Case management or care navigation - Community and peer support Barriers - Geographic access - Compounding wait times for support - Funding constraints

Note: This journey map is based on a relatively small sample. It is intended to illustrate experiences rather than represent all people living with dementia. Pathways may also differ by state or jurisdiction.